TOWN OF COLCHESTER, VERMONT

REQUEST FOR PROPOSAL — PERMITTING & INFRASTRUCTURE MANAGEMENT SOFTWARE

SECTION 1 - INTRODUCTION

This document presents the functional requirements for the Permitting & Infrastructure Management Software (herein after referred to as PIMS) to be implemented by the Town of Colchester, Vermont (herein after referred to as Town.)

The Town is seeking a complete response from vendors who can demonstrate that they possess the organizational, functional, and technical capabilities to perform the services, and meet or exceed the requirements and service levels defined in this RFP. The Town and the Vendor will negotiate a final contract incorporating pertinent portions of the Vendor's response to the RFP, a comprehensive list of all deliverables and services to be performed by the Vendor, applicable Vendor documentation, product literature, and pricing information.

While every effort has been made to ensure the accuracy and completeness of the information in this RFP, the Town recognizes that the information is not exhaustive in every detail and that all work and materials may not be expressly mentioned in these specifications. Consequently, it is the responsibility of the Vendor to include in their proposal all hardware, software, and materials which are manifestly necessary for the full and faithful performance of the system requirements in accordance with the objectives of the Town. The system offered shall be complete in every respect inclusive of all design, components, and recommendations for auxiliary equipment and required maintenance or licensing.

There are inherent risks in assuming responsibility for existing systems, developing new interfaces, and providing enhancements, that go along with implementing and using high tech solutions. These risks are compounded by today's rapidly changing and highly competitive environment. Because of the uncertainty of the marketplace, the increasing complexity of the solutions, and the increased investment required to develop, deliver, and implement these solutions, we will expect the Vendor to be the expert in application of their products and services. The Town's intent is to form a long-term alliance with the selected Vendor.

Information concerning the Town's objectives, current environment, project scope and timeline, requirements, RFP response parameters, and evaluation criteria are discussed in the balance of this document.

SECTION 2 – SYSTEM OVERVIEW

The Town of Colchester is the third largest municipality in Vermont with a population of approximately 17,000 residents. The corporate limits of the Town encompass approximately 10 square miles of land mass. In addition to the land based areas, the community also includes significant areas of open waters, streams, and wetlands including 27 miles of shoreline along Malletts Bay and Lake Champlain, a 186 acre inland pond known as Colchester Pond, the Winooski River along the southern boundary, the Lamoille River along the northern boundary, and numerous other smaller streams and wetlands.

The Town of Colchester, through its Department of Planning and Zoning, issued 423 permits in FY2011 worth in excess of $20 million; 87 septic, and state wastewater during the same FY; and processed over 1200 site inspections, zoning violation/complaints, septic inspections, health violations, certificates of occupancies, building inspections, compliance letters, and updates and disclosure letters, during the same FY. The Department seeks permit permitting & infrastructure management software and its successful implementation that includes but is not limited to installation, integration, training, and technical support that will provide logical efficiencies to the process, workflow, and time management that go into issuing permits for the Town. Colchester's Planning and Zoning Department has a staff of six that provide a variety of services that include:

1) Responding to health and quality of life concerns through Requests for Action;
2) Reviewing and inspecting construction for compliance with local, state and national building codes;
3) Administering the State Wastewater Program and associated inspections;
4) Facilitating the development review process and guiding applicants in the permit process;
5) Fulfilling requests for information on properties,
6) Certifying properties through Letters of Compliance for resale and refinance, and
9) Enforcing Town regulations

The Public Works Department's primary responsibilities include the planning, design, construction, maintenance, and operation of the community's infrastructure. Also, as a designated Municipal Separate Storm Sewer System (MS4), the Town also shares responsibilities with state and federal agencies for maintenance of stormwater management facilities as well as protection of natural resources which are required mandates under Phase II requirements of the Federal Clean Water Act. As part of these Phase II requirements, the Town is required to perform the mandatory six best management practices including public outreach, public involvement, illicit discharge detection and elimination, regulation of construction activities, post-construction inspection and maintenance, and pollution prevention and good housekeeping for public facilities. All of these services are currently provided by a staff of 14 and are implemented through the following divisions: Administration, Engineering, Highway, Equipment Maintenance, Stormwater, Wastewater, and Buildings.

The following is an approximate list of the Public Works Department facilities requiring monitoring and maintenance:

1. Maintenance shop / garage and 40 pieces of rolling stock equipment
2. 90 miles of public paved and unpaved roadways
3. Roadway identification and regulatory signs as well as striping
4. 60 miles of public sidewalks and multi-use paths
5. Ten wastewater pumping stations, 15 miles of gravity and force mains, and 200 appurtenant sewer structures
6. Two signalized intersections and one signalized pedestrian crossing
7. 1,000 street lights
8. In excess of 2,000 public and private stormwater structures and 40 permitted stormwater management facilities

SECTION 3 – SYSTEM HARDWARE & OPERATING ENVIRONMENT

I. GENERAL REQUIREMENTS

It should be noted that the Town has a preference that the proposed PIMS application be web-based. The awarded vendor and PIMS application must meet the following general requirements:

a. The software shall have expansion capability so as to fully integrate with asset management software that shall not preclude stormwater or on-site wastewater management systems.
b. Accommodation of the Town's current workflow (see attached). The proposed software must accommodate current permit processes and should highlight any efficiency that will be gained. The Town welcomes suggestions for "better approaches," "additional services," or suggestions to address issues not considered in this RFP. Software packages that can streamline or otherwise make this workflow more efficient will be given priority.
c. Easy Customization. The Town has an inspection program, building permits, zoning permits, wastewater permits, sign ordinance permits, and a variety of other permits, each with specific timelines.
d. Permit tracking by parcel id number, tracking of fee payments, delinquencies, violations, enforcement management, reminders for inspections, and custom report generation (e.g. list all permits applied/approved/denied for in each fiscal year, construction value of all permits approved and Year-to-Date information).
e. Visual access to Property Record Card data (Vision Software), past decisions/conditions, and GIS maps on one screen.
f. Software compatible with mobile devices for field inspections, etc.
g. Web portal for applicants and researchers with ability to limit information to different users (fee for service).
h. Link to access property records & plats in a spatial environment (i.e. interactive map).
i. Export capability to the Town's financial software (MUNIS).
j. Abutter search & notification capability.
k. Integration with Outlook for scheduling purposes;

l. Link to Imageware Software to access existing scanned and digitized permit information or replacement of the current software with a similar product.
m. The software system must implement the Microsoft Windows graphical user interface (GUI) standard including pull-down menus, elevator bars, scroll bars, pop-up windows, etc.
n. The software system must be capable of using all of the following database systems.
   - Microsoft Access 2000
   - Microsoft SQL Server 2005
o. The software system must be designed for client/server architecture, where a call is made to the server from a workstation and the server only returns the requested data over the network line.
p. Workstations running the software must be able to use either Windows XP Pro, Windows 2000 Pro, or Windows 7 Pro.
q. The software system must be structured for a local area network or wide area network, providing access capabilities to multiple clients while providing record locking routines to prevent loss of information by simultaneous updates.
r. The software system must be an open-architecture system allowing integration with a variety of third party software packages.
s. Data shall be readily accessible in industry standard formats with no proprietary unlocking or encryption decoding necessary for access or transfer of data to other applications.
t. The system software must have the ability to selectively download information into other software programs or to standard ASCII format (space or comma delimited files.)
u. PIMS application must have no limitations as to the number of assets being tracked, types of facilities being managed, or number of records or documents attached to each asset. (limitations refers to restrictions imposed by the PIMS and does not refer to technical system limitations such as server storage)
v. The software system must provide a complete system administrative function for development of user accounts, and provide user password protection. Multiple levels of security must be available that provide for read-only access, read-write access, and update access.
w. The software security system must allow for security to be set on groups and for individuals.
x. The database used by the software must be the same database that can also, if desired, be used by a separate GIS program. Integration of these systems must be accomplished without having to maintain multiple databases or without having to perform conversions.
y. The software system must be able to be used independent of a GIS software program allowing the user to immediately begin capturing data and then later attaching the software to a GIS program.
z. The software system must include a comprehensive user's manual documenting all operations of the system. Manuals must include sample reports, screen illustrations and instructions, and example problems.
aa. On-going technical software support must be available through a software maintenance agreement and include telephone support via an 800 toll free number as well as a help desk system and knowledge base that is available 24 hours a day, 7 days a week and 365 days per year.
bb. It is anticipated that there may be as many as 20 users of this program. They shall be accommodated by either concurrent user licensing or individual licenses.

cc. All data rights must be retained by the Town of Colchester. The new system should be able to export data into a common language in the case that support for the software is discontinued. The Town will provide the current GIS shapefiles as well as permit database which was developed in Access. Town staff will also help develop desired templates and processes for various permits.

dd. Backup of existing systems & data: Existing data shall be saved so as to maintain the integrity of data as the new software is installed. As new data is input, there must be a backup system readily available and easy to use in case of failure. In case of failure, there must be a means to restore lost data from backed up data.

ee. Software Installation: The vendor shall provide all materials, labor, tools, equipment, transportation, and other services necessary to complete the work. The firm shall provide continuing installation support for all software updates and revisions.

ff. Software Integration & Compatibility: Software shall be integrated and compatible with existing Town programs, including: Arc GIS desktop, Vision, Clerkbase, Microsoft Office Suite (including Access and Excel), and Cannon Imageware.

gg. Software shall be internet compatible, allowing for e-commerce transactions with building permit submittal, fee transactions (via debit or credit cards), and e-mail communication (including the ability to schedule inspections online).

hh. Software Use Training: The vendor shall be responsible for full support and maintenance services at no additional charge. To increase internal efficiency, the selected firm must provide software training upon installation. Additionally, the firm's staff must be available to instruct Town staff through software updates and revisions.

ii. Evaluation that the software is in full/complete working condition: The software installation process will not be rendered complete until the software is in full working condition, which means passing multiple high-traffic system tests flawlessly.

II. CURRENT NETWORK ENVIRONMENT

The Town currently does not have a packaged software application to support maintenance management. Records are currently maintained with each individual department using a variety of means which include Excel spreadsheets, Access databases, and other manual records.

Portions of the Town's base mapping are available in electronic data formats as well as traditional drawings and plan sheets. Current electronic media formats include bit-mapped scans (.tif, .jpg, .bmp and similar formats); CAD drawings in AutoCAD (.dwg or .dxf) or Microstation (.dgn) formats; and ESRI geodatabase formats (including .shp, .dbf, .prj, and related files). A recently produced infrastructure inventory report produced by Stone Environmental, entitled *Task 1 of the Integrated Water Resources Management Plan,* is available upon request that helps to explain details of existing information and applications the Town currently utilizes. The Town desires to purchase and implement a PIMS that will help track the type and condition of its facilities, plan for and monitor preventative and routine maintenance activities, and integrate or interface with other software applications utilized by the Town for accounting, property appraisal, billing, budgeting, system modeling, etc.

The following table defines current software applications and the level to which these applications would need to interact with the PIMS system:

	Application	Current Platform	Status	Proposed Status
a.	Asset and Facilities Management	Manual, Excel, Access, Word	Focus of RFP	Replacement
b.	Document Manager Client	Cannon Imageware	Focus of RFP	Integration or Replacement
c.	Permiting Database	Manual, Access, & Excel	Focus of RFP	Replacement
d.	ERP (Enterprise Resource Planning) Financial Management, Accounting, and Budget Preparation	Munis – Tyler Technologies	Maintain existing software	Interface for two-way data transfer
e.	Utility Billing	Munis – Tyler Technologies	Maintain existing software	Interface for one-way transfer from Munis to PIMS
f.	Property Records Management	ACS Government Records Management	Maintain existing software	Interface for one-way transfer from ACS to PIMS
g.	Computer Assisted Mass Appraisals	Vision Government Solutions	Maintain existing software	Interface for two-way data transfer
h.	Parks and Recreation Event and Facility Scheduling and Reservation	RecTrac - Vermont System Solutions	Maintain existing software	Interface for one-way transfer from RecTrac to PIMS
i.	Online Access and Recordkeeping for Meeting Agenda, Minutes, and Supporting Docs	Clerkbase	Maintain or replace permitting elements of Clerkbase	Interface or partial replacement
j.	Pavement Management	MicroPaver – US Army Construction Engineering Research Lab	Maintain existing software	Full Interface
k.	Hand Held GPS	Not yet determined	Unit to be acquired separate from RFP	Full Interface
l.	SCADA	Not yet determined	Unit to be acquired separate from RFP	Interface for one-way data transfer from SCADA
m.	GIS	ESRI ArcGIS for Desktop 10 ArcView and ArcEditor ESRI ArcReader 10 ESRI ArcPAD 10	Maintain existing software	Full Integration with existing shapefiles including but not limited to parcel geodatabase.
n.	Equipment / Fleet Management Software	Gasboy Fuel Vending/Tracking System	Maintain existing software	Interface for one-way data transfer from fuel card system

The majority of town employees are located at the Town Hall complex which includes the following buildings:

- Town Hall at 781 Blakely Road
- Public Works Garage

The above facilities are connected via Local Area Network. Primary network protocol is TCP. Connectivity to remote locations is not available at this time. The Town currently has a hosted e-mail system, which is protected by a dedicated firewall appliance and corporate Anti-Virus software.

The above existing network serving the Town Hall complex will be served as part of this initial project. Additional facilities in remote locations including the Colchester Meeting House, Burnham Memorial Library, Senior Center, and other locations may be added to the network at a future date but will not be included with this initial project.

SECTION 4 - SCOPE OF WORK

The Town's intent is to purchase an integrated PIMS system that encompasses the following functional areas: Land Planning and Management; Permitting, Licensing, and Code Enforcement; Asset/Facilities Management; Fleet/Inventory Management; Work Order Management; and Performance Measures and Report Writing. These areas entail the core focus of the project.

The new PIMS should provide end-users with the ability to enter and manipulate data in an on-line interactive mode, including simultaneous access to files. Both hardware and software must have the capability to be interconnected through the existing network infrastructure. All updates should be processed in real time throughout the system wherever possible. If any upgrades, additions, or replacements are necessary for implementation of the proposed PIMS, those improvements and estimated costs must be included in the proposal. This product selection process is the first integral step of our strategic plan to achieve the following goals:

I. ANTICIPATED OVERALL PROJECT RESULTS

a. Partner with a stable and visionary software technology provider for core systems.
b. Realize significant cost savings related to elimination of duplicate data entry.
c. Access PIMS data more easily through a graphical user interface with geographically based records.
d. Increase availability of base mapping and associated records to more staff as training and equipment become available.
e. Maintain geo-referenced data in industry standard formats compatible with PIMS, GIS, as well as other current and future software applications.

f. Achieve increased efficiency and timeliness in services provided to public through the use of a public access portal as well as through general improvements in records access and tracking of requests.
g. Improve ability to maintain, document, and report on maintenance and performance measures.
h. Improve access to long term infrastructure maintenance records to determine patterns, analyze failures, and look for potential cost savings.
i. Provide a complete permit & infrastructure management system, the installation of the permit & infrastructure management software, the integration and migration of existing data to the new permit system, and the evaluation of the software to meet the Town needs and make recommendations to the Town.
j. Provide for streamlining in the permitting process by the digital submission, review, and processing of permits.
k. Improve customer accessibility to the permit application process.
l. Increase internal efficiencies in the permitting and development review processes.
m. Provide a path forward for the digitization and integration of existing permit and associated land record files.

The proposed system must be designed with the recognition that the Town will have changing requirements. The Town must be able to amend the product using vendor authorized tools so the application can be tailored to fit the look, feel, and functionality required by different users within the Town. Any such configurations should not impact the Town's ability to stay on the product upgrade path.

The Town will consider a phased implementation approach to achieve the ultimate functional requirements as recommended by the selected vendor. Where practical, the Town intends on using "off the shelf" applications to the greatest extent practical and intends on adopting the best practices, templates, forms, etc. offered by the selected vendor. Vendors who are invited to demonstrate their application should be prepared to address these issues. For instance, specific applications and forms used by similar municipalities should be provided as examples. Vendors should also show that their product has been designed for or can be adapted for smaller municipalities. Vendors should also be prepared to explain how additional modules, equipment, or applications from other vendors can be paired with their products to meet the Town's functional goals where necessary.

The Town will choose a system that most closely meets the requirements as defined within this RFP. The Town's preference is to select a solution from a single vendor that can provide all functionality in an integrated manner. However, Vendors that do not offer a full suite of modules as defined in this RFP may respond if they can demonstrate a proven integration strategy with the primary vendor acting as sole point of contact and responsible for integration of all applications.

II. LAND PLANNING, PERMITTING, AND CODE ENFORCEMENT

The purpose of this request is to implement a complete permit & infrastructure management system that will provide logical efficiencies that target redundancy in the life of each permit application. The following minimum requirements shall be met for land planning, permitting, and code enforcement:

a. Gain efficiency of process by reducing redundancy in daily tasks.
b. Consolidate processes involved in copying/scanning used in putting together packets and meeting state archival requirements.
c. Consolidate processes involved in distribution: Internal distribution across departments (Clerk/Public Works/Inspectors/Town Managers Office/etc.) and department staff involved in documentation, review, approvals, inputting data, archival, etc. External distribution to applicants, abutting neighbors, Certificates of Service/Occupancy, sent through multiple modes of communication such as mail and electronic mail.
d. Improve efficiency of time by reducing the time it takes to process a permit throughout its lifetime: Reduce data input time; Reduce application review time; Increase speed for retrieval of historical parcel data.
e. Increase efficiency of standards by raising the level of service to the citizens of Colchester: Provide quicker access to records; Provide a stable archival system consistent with state requirements while increasing accessibility through multiple modes; Improve interdepartmental communication through software compatibility with software used by other departments as noted in Section 3 of this RFP.

III. GIS DATA ACCESS & MANAGEMENT

The following minimum requirements shall be met for GIS data access and management:

a. The PIMS must be able to be integrated with ESRI's ArcGIS 10.0 family of applications including but not specifically limited to: ArcInfo, ArcMap, ArcView, ArcPad, and ArcExplorer
b. Geographical database information shall be viewable and editable in both the PIMS or GIS (ESRI or similar) systems.
c. When the user is viewing a record in the PIMS system, they must be able to click on a "show in map" or similar button and automatically be shown the selected asset on a map.
d. The PIMS must offer options for automated system and data backup (either on-site or "cloud based" server.)
e. PIMS should offer options for direct download of data from field collection devices. (Vendors should provide lists of approved equipment and applications or lists of products which have been successfully paired with the PIMS)
f. PIMS must be capable of delivering geodatabase information to in field personnel using laptops, tablets, or data collectors. (Please note that purchase of additional seats and hardware needed for field operations are not included within the scope of this RFP, but the software capabilities must be available for future use.)
g. PIMS must allow for external data sources to be linked to assets. External electronic data sources include all types of documents, scans, photos, videos, etc.

IV. ASSET/FACILITY MANAGEMENT

The following minimum requirements shall be met for Asset/Facility Management applications:

a. The Asset/Facility Management application must allow attachment of unlimited number of pertinent documents including warranty cards, catalog cuts, performance curves, etc.
b. This application must be adaptable for all departments regardless of type or quantity of assets.

c. Application should provide sample or template forms for in-field tests, inventory surveys, and condition assessments but should also be capable of either loading directly or copying existing Town or department forms for performance of these or similar tasks.
d. Application must be able to link to external assessments such as videos, still pictures, scanned reports, and other documentation.
e. Application must be able to link to contract management records including construction plans, as-built surveys, permits, test reports, etc.
f. Application must be able to perform asset valuations and produce GASB34 compliant reports.
g. For items such as roadway signs, street lights, stop signs, guide rails, etc., the application must be able to track items including but not specifically limited to ID number, type, make and/or model, size, date of install, crew, date of last maintenance, condition assessment, ordinance link or reference, warrant analysis link or reference, field photos, and location coordinates.
h. For pavement management, the application must be capable of receiving data directly to and from MicroPaver including but not limited to street ID, section ID, sampling information, inspection records, maintenance records, and pavement condition index.

V. UTILITY MANAGEMENT

The following minimum requirements shall be met for Utility Management applications:

a. This module or application shall permit tracking of individual components of each utility system (water, sanitary sewer, and/or storm sewer) based on pipe, fixture, or structure information typically found on a set of engineering design plans or construction record drawings.
b. Software application must be able to track all pertinent information for water distribution systems including pipe sizes, materials, special coatings or linings, service laterals, hydrants, fittings, valves, meters, curb stops, wells, booster pumps, check valves, pressure reducing valves, stand pipes, etc. (Software should also include fields for ID, make, model, installation date, and date of last maintenance for each item)
c. Software application must be able to track all standard documentation for sanitary sewer collection systems including pipe sizes, materials, special coatings or linings, service laterals, cleanouts, manholes, pump stations, and valve pits (Software should include fields for ID, make, model, installation date, and date of last maintenance for each item)
d. Application must be able to link to external assessments such as sewer CCTV inspection videos, still pictures, scanned reports, and other documentation.
e. Application must be able to link to contract management records including construction plans, as-built surveys, permits, test reports, etc.
f. Software application must be able to track all standard documentation for enclosed storm sewer systems, open channels, underdrains, roadway culverts, bridges, and stormwater management facilities including dry detention ponds, wet retention ponds, wetlands, pocket wetlands, dry wells, rain gardens or bio-retention cells, porous pavements, graded swales, and buffer areas.
g. For stormwater management facilities, application must be able to track or link to permit information including: issue ID, issue date, renewal date, fees, inspection reports, public/private separation of responsibilities, construction plans link, contact information for privately maintained facilities, and maintenance record information

h. Application should be able to generate automated work orders for recurring tasks at user defined intervals for tasks such as annual inspections, permit renewals, hydrant flushing, valve testing, etc.
i. Application should be able to generate automatic notices based on form letters to geographically selected properties for issuance of notices regarding upcoming construction, temporary road closures, survey, hydrant flushing, etc.
j. Application must permit generation of work orders based on routine maintenance intervals as well as user defined input based on reports from public, observations from other departments, etc.
k. Application must be able to identify a section of gravity storm or sanitary sewer as a length of pipe from one upstream manhole/structure to the next downstream manhole/structure.
l. The software must allow the user to perform system traces for infinite or user defined distances on either sanitary or storm sewers (assuming future development of detailed geodatabases which include invert information.)
m. System must allow for tracking of meter change outs, calibration testing, hydrant flow testing, sampling, etc.
n. From a sanitary sewer pipe segment record, the user must have the ability to view information for all service line connections to that pipe.
o. From a sanitary sewer pipe segment record, the user must have the ability to go directly to the record for next upstream or downstream pipe segment.
p. Application should also be capable of generating automated renewal notices to private entities for items such as permit renewals, inspections, certification submittals, etc.
q. Application must be able to transmit data to and from SCADA equipment for either water or wastewater management systems. System should be able to track items such as pump operation, run times, high water alarms, pump/seal failures, tank elevations, generator operation, facilities temperature, etc.
r. Application must permit direct import/export of data to third party modeling applications such as H2ONet, WaterGems, KYPipe, StormCAD, SewerGEMS, InfoSWMM, or XP SWMM
s. For distribution systems, the application must allow the user to perform isolation valve traces and generate a subset of valves that will isolate flow to the selected pipe section (system should also be able to generate a list of affected customers for temporary closure of the selected pipe segment)
t. Inspection forms and ratings must be user definable.
u. Application must store information regarding main breaks in the system and associate the main break record with a specific pipe segment

VI. WORK ORDER MANAGMENT

The following minimum requirements shall be met for Work Order Management applications:

a. Within the work order component or another application, a web-based portal shall be provided for public access to log questions, comments, or complaints. The portal shall be capable of issuing standard notices of receipt, routing of requests, and tracking of responses.
b. The work order component must be able to generate scheduled and unscheduled work orders.

c. The work order component shall be capable of producing a detailed breakdown of all costs relating to construction, repair, inspection, maintenance, operation, and rehabilitation of infrastructure, including labor, material, equipment and contractor costs.
d. The work order component shall provide a complete life-to-date historical record of each asset.
e. The work order component must have the ability to display or access any work activity by address, infrastructure system component type, activity, project, work order number, or any combination thereof to update or close out a work order.
f. The work order component must be able to select work orders, by status of Complete or Incomplete, within a specified date range.
g. The work order component must allow the user to track work orders on multiple types of infrastructure system components, including components of sanitary sewer collection systems, water distribution systems, stormwater management systems, and transportation systems.
h. The work order component must allow the user to assign multiple components of a particular category (i.e.: sanitary sewer manholes, street segments, etc.) to one work order.
i. The work order component must allow the user to track multiple work tasks required to complete the work order within one work order.
j. Each separate work task within the work order must have the ability to track: starting and ending dates, crew, supervisor, and total cost.
k. A unique work order number, stored in a format modifiable by the user, must be automatically assigned to every work order.
l. The work order system must give the user the option of deferring work due to weather, budget, permitting, or other restrictions (software should be able to hold work orders in a "pending" status until work can be scheduled.) User should have the option to adjust start date for pending projects so issues beyond one's control do not affect performance measures.
m. The work order component must be capable of accepting a detailed breakdown of all costs relating to the construction, inspection, maintenance, operation, repair, and rehabilitation of each infrastructure system, including force account labor, material, and equipment costs as well as outside contractor costs.
n. The work order component must allow the user to define scheduled maintenance activities on either individual or multiple infrastructure system components.
o. The work order component must have the ability to automatically reschedule a scheduled maintenance activity based on user defined frequency.
p. The user must have the ability to highlight features in the GIS system and automatically create a work order for the highlighted features.
q. The user must have the ability to highlight features in the GIS system and automatically locate all work orders that were assigned on any of the highlighted features.
r. The user must have the ability to query on a group of records, individuals, or departments within the work order system and graphically display in GIS all features for the queried set.
s. The user must have the ability to create multiple sub work orders under a main work order and track costs for each sub work order as well as total all costs into the main work order as well.
t. Application must be able to track work orders issued to private contractors or consultants.

VII. EQUIPMENT/FLEET MANAGEMENT

The following minimum requirements shall be met for Equipment/Fleet Management application:

a. Software must integrate with and directly receive data from fuel dispensing equipment including tracking of vehicles by currently issued numbers, department, fuel usage, mileage/hour counters, etc.
b. Equipment/Fleet application must individually track preventative maintenance for all types of vehicles or equipment based on mileage, hours, elapsed time, or user defined periods.
c. Software must provide support for management of inventory stock room(s) for supplies, parts, and accessories.
d. Software should support average cost valuations for measuring and management of inventory.
e. Application must store inventory information about each vehicle or piece of equipment including various types of filters, fluids, and other frequently replaced components.
f. Application must have the capability of storing multiple warranties and links to manuals, videos, and other help files for each vehicle or piece of equipment.
g. This component must keep track of all year-to-date and life-to-date costs including fuel costs and maintenance costs including work hours for Town personnel and separation of parts and labor for work performed by others.
h. System should be able to track inventory and automate reorders including advanced notification to maintenance personnel, auto-population of re-order forms, and provision of adjustable lead times for specific vendors.
i. System must provide for automatic generation of work orders or link to the work order system so that work orders for inspections and preventative maintenance can be tracked on each vehicle or piece of equipment.

SECTION 5 – SUBMISSION OF PROPOSALS

Final proposals must be received by Noon on July 16, 2012. Two copies of the proposal must be delivered to the following address:

Town of Colchester
Department of Planning & Zoning
C/o Sarah H. Hadd, Director
781 Blakely Road
P.O. Box 55
Colchester, VT 05446

Proposals shall be provided in a sealed package clearly marked: Permitting & Infrastructure Management Software. Proposals will be accepted up to the Proposal Opening Date, and no proposals may be withdrawn until sixty days following the proposal opening date.

Vendors are responsible for ensuring that proposals are received by the above office prior to the deadline. Proposals received after the deadline will not be considered.

Vendors may be required to make an oral presentation to the Town of Colchester during the RFP evaluation period. Such a presentation will provide an opportunity for Vendors to clarify their proposals to ensure thorough and mutual understanding. The Town and Vendor will schedule these presentations at a mutually agreed upon time and location. Vendors will be informed by mail about details and requirements of the presentation and given sufficient time to prepare for such a presentation.

Award of contract for the core system will be made to one Vendor whose proposal is judged to be the most appropriate for the Town of Colchester. The Town will review all submittals based on the "best fit" for current and future needs relative to available technology as well as available resources to adapt, maintain, and budget for an appropriate system.

The Town of Colchester reserves the right to reject any or all proposals or parts thereof. The Town further reserves the right to waive technicalities and formalities in the proposal where it is deemed advisable in protection of the best interest of the Town. The Town reserves the right to negotiate optional items with the successful Vendor. The Town reserves the right to interpret all proposals and waive any ambiguities therein to the best interests of the Town.

If there are any questions regarding this RFP, please contact:

Sarah H. Hadd
Director of Planning & Zoning
802-264-5602 (ph)
802-264-5503 (fax)
shadd@colchestervt.gov (e-mail)

SECTION 6 – COMPANY BACKGROUND

Each Vendor must provide the following information about their company so that the Town of Colchester can evaluate the Vendor's stability and ability to support the commitments set forth in response to the RFP. The Town of Colchester, at its option, may require a Vendor to provide additional documentation to support and/or clarify requested information.

The Vendor should outline their company's background, including:

a. How long the company has been in business and how long the company has been handling this type of work.
b. A brief description of the company, including past history, present status, future plans, etc.
c. Company size and organization
d. Number of customers currently using the proposed software
e. Geographic area covered
f. Location and description of company office and the support centers designated to provide primary support for the proposed system

g. Staff discipline capabilities, principals, and staff availability,
h. A detailed statement including the organizational structure under which the firm proposes to conduct business. In the case of multiple firms, the "firm of record" and the party responsible for coordination shall be identified. The relationship to any "parent" firm or subsidiary firm with any of the parties must be clearly identified.
i. Organizational and financial stability

SECTION 7 - CLIENT REFERENCES

Vendors must provide at least three client references that are similar in size, nature, and complexity to the Town of Colchester. References should be currently using and familiar with applications recommended for this proposal. For each client, provide one or two contacts with the following minimum information:

a. Name of organization
b. Contact
c. Title
d. Address
e. Contact telephone number or email address
f. Software licensed, implementation status, and operation date(s)

SECTION 8 - COST QUOTATIONS

The Vendor's cost quotations must be itemized and include all costs for each item indicated and whether the cost is one-time, annual, or other (specify). In the event the product or service is provided at no additional cost, the item should be noted as "no charge" or words to that effect.

PIMS must be modular in design to accommodate a phased implementation. Once implemented, the system must be able to easily expand to include new functions without major impact on the system. Price quotes must be by modules so as to accommodate a phased purchase of software modules if desired by the Town.

a. Vendors shall provide a description of their understanding of the tasks involved, assistance required from the Town of Colchester, and the specific requirements or limitations of the firm's professional liability insurance.
b. The implementation cost proposal, including detailed breakdown of cost by task for each of the work tasks herein.
c. Identify cost per license for the base program of the PIMS
    - Identify the number of users permitted on a license
    - Indicate type of license whether issued to named individuals or based on maximum number of concurrent users
d. Identify all components/modules needed by the Town to address the Scope of Work.

- Identify the cost per license of each individual component/module.

e. Identify and provide additional information on all other components/modules currently offered including cost for each component/module
f. Identify all "set-up" fees associated with the PIMS
g. Indicate any system or computer requirements needed to support the PIMS
h. Indicate if the system can be remotely accessed so field surveyors/Inspectors can enter data directly to the database while out in the field (e.g. inspections, code enforcement) and if any additional features are needed to facilitate this highlighting any additional costs.
i. Identify all annual maintenance costs associated with your products
j. Identify any technical assistance fees not otherwise covered under "set up" or annual maintenance
k. Describe initial and ongoing training and technical support that is included in the cost or provide a list of training options with associated costs including onsite structured classes, online or disc based videos, training materials for instruction by town staff, etc.
l. Identify which tasks, if any, would be completed by or maintained by a 3rd Party Consultant rather than the provider of the PIMS
m. Identify if annual maintenance fees include all or only interim upgrades and revisions
n. Identify costs (initial and recurring annual fees) for off-site "cloud based" storage and backup of data if available as an option or required
o. All proposals must include a project implementation timeline/schedule for each work task & deliverable. All tasks to be performed throughout the implementation process must be detailed.
p. Indicate additional services and products that may be beneficial to the Town and provide a detailed description as to its relevancy.

SECTION 9– TIMELINE

The Town intends to complete the selection process using the following schedule but reserves the right to adjust the timeline where necessary.

Event	Date
Release RFP to vendors	June 13, 2012
Vendor Questions Due	July 6, 2012
Answers to RFP Questions Published to Web Site	July 11, 2012
RFP Responses Due	July 16, 2012
Finalists Notified/vendor Short-List Released	August 6, 2012
Short-list Vendor Questionnaires Due	August 27, 2012
Vendor Demonstrations	September 4 - 14, 2012
Vendor Reference Checks	September 17 - 28, 2012
Contract Review and Negotiation	Oct. 1 – 5, 2012
Implementation Planning	October 2012